

INDIANA

Number of Sites within the state: 56
Number of QA staff: 10

Indiana's central administration has structured the provision of technical assistance to communities and program sites as part of the overall responsibility for statewide system development and fiscal accountability for funding. The QA Team is comprised of a QA Director and 9 team members who are full-time program managers or supervisors who provide routine technical assistance from 13-14 days per month, 156-168 days per year.

All members of the QA Team meet one or more of the following qualifications:

1. Certified HFA National or State Trainer
2. HFA Peer Reviewer
3. Current or prior manager/supervisor of a HFA credentialed site
4. Willing and able to provide TA up to two days per month
5. Ability to work with others in a respectful, supportive and culturally sensitive way.

As the number of sites in the Healthy Families Indiana (HFI) system grew, the development of a Management Information System became necessary to document the efficiency, effectiveness and quality of the services and outcome measures administered. The developed software gathers important data points collected during screening, assessment, and home visitation into a relational database. Every local site (56 sites serve 92 counties) utilizes this software for collecting and reporting information.

This data collection system acts as a comprehensive program-monitoring system that maintains both current and historical information on program participants. Sites receive ongoing training and technical assistance to ensure the program data is gathered systematically from all sites in the state. The system is set up to generate routine reports to track program performance related to the HFA credentialing standards. Sites can also utilize the Export to Excel function to copy data into spreadsheets and further analyze it for specific requests. As part of the site's annual review and QA Team visits, these reports are reviewed to indicate program quality, assess technical assistance needs, and, when appropriate, develop a corrective plan of action.

In addition, a web-based Statewide Training database was developed and is accessible by all sites and the state coordinator. At the local level, staff can access all of their training records, past, present and future, for those trainings in which they have been enrolled. At the state level, a supervisor has access to assign local staff to trainings and track their completion of required trainings. To manage each site's training needs, a person was identified at each site to be responsible for direct communication with the database developers and maintaining the training records of Family Resource Specialists, Family Support Specialists, and Supervisors/Program Managers within their program. Extensive training sessions are provided to all QA staff and HFI staff, which includes building skill levels as well as an understanding of how data entry accuracy relates to the integrity of the database and continued funding support.

The central administration for the statewide system conducts at least an annual on-site visit with each site. Before the site visit occurs, the site gathers documentation relating to the critical elements and HFA and HFI policies. The QA team reviews the documentation and identifies areas to examine further upon visiting the site. During and after the site visit, the site receives feedback regarding its adherence to HFA standards. The site receives a follow-up report in writing. In addition to individual feedback, sites are given feedback as a member of the multi-

site system by the posting of quarterly reports on the HFI website. These reports (generated by the data management system) are listed by county and include information concerning the counties' performance relating to the HFA standards, as well as other outcome measures.

Initially, HFI's method of initiating technical assistance was very informal, and usually consisted of a phone call to the HFI state coordinator or QA director who would then either provide the support personally or arrange for TA to be provided. As their statewide system has evolved, so has the manner in which TA is provided. Despite the increased size of the system however, HFI strives to maintain the informal nature of initiating technical assistance. For this reason, sites can still access TA regarding program questions and site-specific needs by phone or e-mail. In addition to the availability of TA by phone or e-mail, the QA system provides for routine and specialized TA. All sites receive routine TA which includes an annual one to two day on-site visit from a member of the QA Team, review of the site policy and procedure manual, and access to the TA phone line and e-mail for questions. It also includes regional program manager and supervisor meetings each quarter and access to the system's TA newsletter. Specialized TA is provided to sites for such reasons as a change in management, on-site mentoring of a new supervisor, on-site training for a specific site issue, non-adherence issues, and strategizing to address a specific community issue or problem.

HFI strives to provide quality technical assistance to a diverse group of sites. The systems put in place combined with the effort of the central administration, QA Team, and local site staff allow HFI to continue to provide quality service to families throughout the state. Consistent assessment and evaluation of the state's performance with regard to the HFA Critical Elements ensures the program continues to move forward in meeting local communities' needs and improve the lives of families throughout the state.